MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

BOB2824 – ORGANIZATIONAL BEHAVIOUR

(Distance Education)

6th MARCH 2020
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS:

1. This question paper consists of **2** pages (excluding the cover page).
2. Answer ALL questions.
3. The total mark for this paper is 100 marks. This final examination will contribute 50% towards your grade in this course.

Answer ALL questions. Each question carries 25 marks.

Question 1

a) List and briefly describe the five-stage model of group development. (10 marks)

b) Explain the **four (4)** key characteristics of charismatic leaders. Discuss the notion that charismatic leaders are not always authentic leaders. (15 marks)

[25 marks]

Question 2

a) Power can be defined as the capacity or ability to direct or influence the behavior of others or the course of events.
   (i) Discuss **five (5)** sources of power. (10 marks)
   (ii) Based on part (i), explain which bases of power are most effective? (3 marks)

b) People generally will resist change. Discuss any **six (6)** strategies that managers could implement to overcome resistance to change. (12 marks)

[25 marks]

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Question 3

a) Describe the **five (5)** conflict-handling intentions that are based on the dimensions of cooperativeness and assertiveness. (10 marks)

b) Define organizational culture. Discuss the **seven (7)** primary characteristics that capture the essence of an organization's culture. (15 marks)

[25 marks]

Question 4

a) What are conceptual skills? How are they different from technical skills? (6 marks)

b) Identify and describe the key traits in the Big Five personality model. (10 marks)

c) Explain McClelland's learned needs theory, and discuss its implication for motivating employees. (9 marks)

[25 marks]

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